



Schedule for Mission Oriented Business Integrated Services (MOBIS)

Authorized Federal Supply Schedule Price List

Federal Supply Group: 874 **Class:** R499

Contract Number: GS-10F-0201T

Contract Period: March 28, 2012 through March 27, 2017

Contractor: The Manhattan Strategy Group, LLC
5151 Wisconsin Avenue, Suite 501
Washington, DC 20016

Business Size: Small, Disadvantaged, 8(a) Business

Telephone: 202-536-2749

Fax: 212-202-6261

Web Site: <http://www.manhattanstrategy.com/>

Contract Administrator: Shezad Habib

E-mail Address: shabib@manhattanstrategy.com

General Services Administration **Federal Supply Service**

Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through *GSA Advantage!*, a menu-driven database system. The INTERNET address for GSA Advantage! is:

<http://www.gsaadvantage.gov/>

For more information on ordering from Federal Supply Schedules

Click on the FSS Schedules button at <http://www.fss.gsa.gov/>

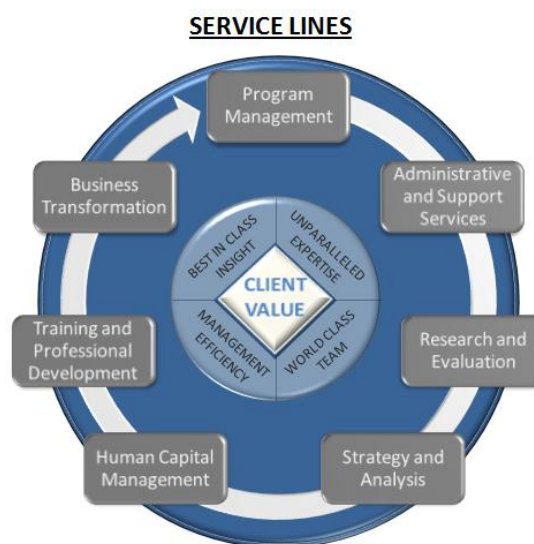
Schedule for Mission Oriented Business Integrated Services (MOBIS)

Contents

About Manhattan Strategy	1
Services and Products Delivered Under MOBIS	2
SIN-874-1: Consulting Services	2
SIN-874-2: Facilitation Services	4
SIN-874-3: Survey Services	5
Customer Information	7

About Manhattan Strategy

Manhattan Strategy is a management consulting firm delivering organizational process improvement, research and evaluation, technical assistance, training, professional development, meeting planning, peer and grant reviews, and administrative support services to federal government agencies and commercial clients. Our services follow the full continuum, from identifying client need to building customized solutions that enable clients to achieve their tactical and strategic goals. Based on best practices and lessons learned from hundreds of past projects, and through customized research, we are able to bring best practices and models, and we apply these lessons to develop world class solutions for our clients.



Manhattan Strategy is made up of an experienced team of professionals with extensive experience in strategic and tactical planning, program evaluation, performance management, organizational assessment, process and workflow improvement, benchmarking, best practice research, e-learning, training, human capital management, technology and logistics and meeting support services in the commercial and federal government sector. Our staff members have consulted and solved the challenges of organizations globally, and bring this wealth of experience to supporting our federal government clients. Additionally we have strong partnerships and global alliances to extend capacity. We have a national presence with offices across the US, as well as a global reach, with alliances in Latin America, Europe, South Asia, East Asia and Australia.

Manhattan Strategy is a small disadvantaged business certified under SBA's 8(a) program. We have extensive experience working as a Prime with federal government agencies. A sample list of clients includes

- U.S. Department of Education
- U.S. Department of Labor
- U.S. Patent and Trademark Office
- U.S. Department of Housing and Urban Development
- National Science Foundation
- U.S. General Services Administration
- U.S. Department of Treasury
- NY City Department of Health
- Fortune 500 Firms

Services and Products Delivered Under MOBIS

Manhattan Strategy has been awarded Special Item Numbers (SINs) 874-1, 874-2, and 874-3. The services provided under each SIN are provided below. MSG believes in customizing solutions to the specific needs of the clients.

SIN-874-1: Consulting Services

• **ORGANIZATIONAL IMPROVEMENT**

MSG provides services to help agencies enhance program performance and efficiency. Our solutions address untapped potential in organizational design, processes, people, structure, policies, and technology.

- **Strategy & Analysis**
 - Strategy and Organizational Assessment
 - Leadership Facilitation
 - Strategic Planning and Business Case Development
 - Feasibility Analysis
 - Performance Management
 - Policy Planning and Analysis
- **Business Transformation**
 - Organizational and Program Assessment
 - Business Process and Workflow Improvement
 - Organizational Alignment and Effectiveness
 - Implementation and Change Management
- **Human Capital Management**
 - Workforce Planning
 - Performance Assessment
 - Employee Recognition Systems
 - Training and Professional Development
- **Financial Planning and Analysis**
 - Performance Benchmarking
 - Business Case Validation / Cost-Benefit Analysis
 - Operational Cost Analysis / Benchmarking

▪ **RESEARCH AND EVALUATION**

MSG provides data-driven solutions to help our clients make informed decisions. MSG has expertise in qualitative and quantitative research and in leveraging statistical and analytical tools to enhance program performance. MSG specializes in benchmarking and best practices research to build solutions with demonstrated success.

- **Program Evaluation**
 - Research Design, Data Collection and Evaluation
- **Best Practice Advisory**
 - Promising Practices Research and Reporting
 - Filed Research and Site Visits
- **Benchmarking**

- Performance Benchmarking
- Cost Benchmarking
- **Customer and Market Insights**
 - Voice of Customer / Climate Surveys
 - Market Sizing and Segmentation
 - Economic Research and Analysis
- **Policy Analysis**
 - Analysis of Program Structure and Policies
 - Development of White Papers / Policy Impact

▪ **TRAINING / PROFESSIONAL DEVELOPMENT & TECHNICAL ASSISTANCE**

MSG provides solutions to enhance and unlock the potential of agency staff, stakeholders, partners, grantees and subgrantees by providing customized and scalable training solutions delivered via multiple formats. MSG has experience in providing one-to-many, peer to peer, and in-depth technical assistance to a variety of users, delivered in-person and via innovative virtual technology solutions.

- Needs Assessment
- Training Module Development
- Traditional, e Learning and Blended Instructional Design
- Technical Assistance and Staff Development
- Workshop & Training Facilitation
 - Webinars, web casting, teleconferencing, videos, podcasts, etc.
- Management Coaching & Training
- Facilitation (group facilitations, working group meetings and communications, coaching and mentoring)
- Virtual Communities of Practice

▪ **LOGISTICS AND SUPPORT SERVICES**

MSG has full service capabilities to plan and manage executive style meetings, workshops, presentations, retreats, conferences and events. MSG also manages peer reviews, grant competitions, and all administrative and support services associated with such events including transcription, audio/visual, reimbursements, travel, lodging, meeting room, web casting, and other unique requirements for clients

- Peer Review
- Meeting Facilitation
- Grant Competitions
- Meeting Planning
- Conference Planning
- Support Services (web design, marketing, database development, audio/visual, transcription, etc.)

SIN-874-2: Facilitation Services

Manhattan Strategy has provided facilitation and related decision support services for multiple federal agencies, from assisting rulemaking negotiations to annual reports to Congress. MSG has expert facilitators that are dedicated to balancing the needs of agencies and their stakeholders and in working towards consensus building.

Services covered include:

- Defining, refining, and resolving disputes, disagreements, and divergent views (excluding EEO disputes)
- Leading or facilitating group briefings and discussions
- Enabling focused decision-making
- Recording discussion content and related facilitation support services
- Debriefing stakeholders
- Preparing and providing draft and final reports relating to the facilitated issues

SIN-874-3: Survey Services

Business Intelligence Research and Analysis: Through its survey service offering, Manhattan Strategy provides the research, intelligence, and analysis for our clients to make informed decisions. Critical steps of our survey services include:

- Planning survey design
- Defining and refining the agenda
- Determining survey collection methodology
- Selecting targets/stakeholders for survey effort
- Administration of surveys using various mediums
- Data capture and management
- Review and analysis of data
- Assessing reliability and validity of data
- Analyses of quantitative and qualitative results
- Conclusions and recommendations

Manhattan Strategy has completed over 400 projects covering the above mentioned survey services. Our work has focused on qualitative surveys and quantitative analysis, including web-based surveys, one-on-one surveys, telephone-based surveys, focus groups, and customer workshops. Manhattan Strategy has extensive resources in-house to deliver the majority of the services and ensure the highest quality and service to our clients. Additionally, we have a network of partners that we leverage to extend our reach and resources.

Through targeted stakeholder, customer, user, partner, surveys, and other outreach methods, Manhattan Strategy is able to assist our clients in the following representative areas:

- **Sector Research and Analysis**

Surveys with key stakeholders to analyze:

- Market sizing and segmentation
- Industry research and analysis
- Economic research analysis
- Policy assessment (revenue generation, job creation, ROI)

- **Customer Satisfaction / Needs Analysis**

Surveys with key stakeholders to analyze:

- Customer / User satisfaction analysis
 - Voice of Customer
 - Employee Engagement
- Customer/ User needs analysis
- Customer/User feedback analysis

- **Vendor Screening**

Surveys with key vendors and third parties to analyze:

- Vendor offerings
- Vendor strengths and weaknesses
- Vendor match with client needs

- Criteria driven selection process of product and service vendors that best meet client needs – criteria typically based on technical, financial, past experience and other factors)
- **Best-in-class / Best Practices Benchmarking**
Surveys with public and private sector entities to gather:
 - Best-practices Research
 - Organizational Benchmarking
 - Cost Benchmarking
 - Process Benchmarking
 - HR Benchmarking
 - Pricing Benchmarking
- **Research and Evaluation**
 - Research Evaluation, Design and Data Collection
 - Program Evaluation
 - Program and policy effectiveness (initiative, tax, policy, and others)
 - Program best-practices (vs. public and private sector)
 - Program improvement recommendations
 - Best Practice Analysis and Advisory
 - Benchmarking
 - Organizational Assessment and Climate Surveys
 - Market Sizing and Segmentation
 - Industry Research and Analysis
 - Economic Research analysis
 - Policy Assessment (revenue generation, job creation, ROI)

Customer Information

1a. Awarded Special Item Numbers(s):

- 874-1 (Consulting Services)
- 874-2 (Facilitation Services)
- 874-3 (Survey Services)

1b. Pricing

Skill Category (SIN 874-1, 874-2 and 874-3)	Price per Hour
Lead Advisor	\$242.01
Senior Subject Matter Expert	\$201.35
Subject Matter Expert	\$170.19
Director/Program Manager	\$160.74
Vice President/Senior Program Associate	\$141.82
Senior Manager/Program Associate	\$136.72
Manager/Managing Consultant	\$113.47
Senior Consultant	\$89.02
Consultant	\$84.27
Associate Consultant/Analyst	\$59.35
Administrative Associate	\$49.42

1c. Labor Category Descriptions

- **Lead Advisor**

Functional Responsibility. The individual will provide expert guidance and advisory on projects based on experience in the field.

Education and Experience. This individual will have over 20 years of work experience with 12+ years in a specific domain of relevance for the project. Undergraduate degree minimum. Master's or Advanced Degree preferred.

- **Senior Subject Matter Expert**

Functional Responsibility. The individual will provide expert guidance and advisory on projects based on experience in the field.

Education and Experience. This individual will have over 15 years of work experience with 10+ years in a specific domain of relevance for the project. Undergraduate degree minimum. Master's or Advanced Degree preferred.

- **Subject Matter Expert**

Functional Responsibility. Provides expertise in a particular industry or functional area, such as science, technology, management, finance, etc. Offers guidance, consultation, facilitation, thought leadership, and education to the client and/or project team based on his/her specialized area of expertise.

Education and Experience. Has at least an undergraduate degree. Typically has substantial graduate or professional education (or equivalent years of experience), and depending on the subject area, extensive specialized experience and a deep understanding of and expertise in his/her subject area. Has at least 10 years of work experience, including at least 5 in a specialized, relevant field.

- **Director/Program Manager**

Functional Responsibility. Leads firm development initiatives. Responsible for all projects in his practice area and client relationships. Primary point of client contact. Manages multiple projects and has the final responsibility for all analyses and deliverables. Utilizes industry knowledge and expertise, as well as functional and project management skills to support senior management in the client organization.

Education and Experience. Has at least an undergraduate degree. Typically has an advanced degree in business administration or a degree in a related field (or equivalent years of experience). Has at least 8 years of relevant work experience.

- **Vice President/Senior Program Associate**

Functional Responsibility. Responsible for day-to-day management and leadership of large projects as well as client relationships. Provides consulting expertise and guidance to clients, such as managing quality control for deliverables, and presenting project results and recommendations to client senior executives.

Education and Experience. Has at least an undergraduate degree. Typically has an advanced degree in business administration or related field (or equivalent years of experience). Has at least 7 years of relevant work experience.

- **Senior Manager/Program Associate**

Functional Responsibility. Responsible for day-to-day management and leadership on project. Coordinates and directs the activities of consultants and provides consulting support to clients, including resolving project issues, reviewing deliverables developed by other consultants, and presenting project findings and results to client management

Education and Experience. This individual will have over 6 years of work experience with 3+ years in project management. Has at least an undergraduate degree. Typically has an advanced degree in business administration or related field (or equivalent years of experience).

- **Manager/Managing Consultant**

Functional Responsibility. Responsible for day-to-day management and leadership of mid-size and smaller projects, or for team-leadership on large projects. Coordinates and directs the activities of consultants and provides consulting support to clients, including resolving project issues, reviewing deliverables developed by other consultants, and presenting project findings and results to client management.

Education and Experience. Has at least an undergraduate degree. Typically has an advanced degree in business administration or related field (or equivalent years of experience). Has at least 4 years of relevant work experience.

- **Senior Consultant**

Functional Responsibility. Leads information gathering, conducts primary and secondary research, develops presentations, databases and spreadsheets, analyzes data, drafts project reports, and other deliverables. Identifies project issues and guides associate consultants. Supports presentation of project findings and results to client management.

Education and Experience. Has at least an undergraduate degree. Typically has an advanced degree in business administration or related field (or equivalent years of experience). Has at least 2 years of relevant work experience.

- **Consultant**

Functional Responsibility. Leads information gathering, conducts primary and secondary research, develops presentations, databases and spreadsheets, analyzes data, drafts project reports, and other deliverables. Identifies project issues and guides associate consultants/analysts. Supports presentation of project findings and results to client management.

Education and Experience. Undergraduate degree and at least 2 years of relevant work experience.

- **Associate Consultant / Analyst**

Functional Responsibility. Gathers information for senior consultants, conducts research, develops and manages databases and spreadsheets, analyzes data, takes notes during meetings and interviews, drafts process diagrams, contributes to project presentations and reports, and other deliverables. Provides logistics and scheduling support for interviews.

Education and Experience. Undergraduate degree and at least 2 years of relevant work experience

- **Administrative Associate**

Functional Responsibility. This position will provide administrative support to executive staff with office management responsibilities to include budgeting, personnel records and payroll. The Administrative Assistant may be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials. Provides logistics and scheduling support for interviews.

Education and Experience. Undergraduate degree and/or relevant work experience.

2. **Maximum Order:** \$1,000,000.00
3. **Minimum Order:** \$100.00
4. **Geographic Coverage (delivery area):** Domestic and Overseas
5. **Point(s) of production:** Same as company address
6. **Discount from list prices or statement of net prices:** Government net prices (discounts already deducted). See paragraph 1b.
7. **Quantity Discounts:** None offered
8. **Prompt payment terms:** Net 30 days
- 9a. **Notification that Government purchase cards are accepted at or below the micro-purchase threshold:** Yes
- 9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** Negotiable
10. **Foreign items:** None
- 11a. **Time of Delivery:** Specified on the Task Order.
- 11b. **Expedited Delivery:** Contact Contractor
- 11c. **Overnight and 2-day Delivery:** Contact Contractor
- 11d. **Urgent Requirements:** Contact Contractor
12. **F.O.B. Points:** Destination
- 13a. **Ordering Address(es):**

Shezad Habib
5151 Wisconsin Avenue, Suite 501
Washington, DC 20016

Ph: 202-536-2749
shabib@manhattanstrategy.com

- 13b. Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).
- 14. Payment address(es):** Same as ordering address
- 15. Warranty provision:** None
- 16. Export Packing Charges:** N/A
- 17. Terms and conditions of Government purchase card acceptance:** Contact contractor
- 18. Terms and conditions of rental, maintenance, and repair:** N/A
- 19. Terms and conditions of installation:** N/A
- 20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices:** N/A
- 20a. Terms and conditions for any other services:** N/A
- 21. List of service and distribution points:** N/A
- 22. List of participating dealers:** N/A
- 23. Preventive maintenance:** N/A
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24b. Section 508 compliance:** N/A
- 25. Data Universal Number System (DUNS) number:** 175967731
- 26. Notification regarding registration in Central Contractor Registration (CCR) database:** Registered

Contractor will accept T&M, Labor Hour (LH) and Firm Fixed Price (FFP)